Ondago

User's Guide

acomdata™

IMPORTANT

1) Retain the bill of sale from the purchase of your AcomData product. A copy of the bill of sale is needed in the event that you require warranty service.

2) Please write the Model and Serial numbers of your AcomData product in the spaces provided below.

(The Model and Serial numbers are printed on the UPC label affixed to the bottom of the box. They are also printed on the label affixed to the Drive's metal case, underneath the rubber sleeve.)

You will need the Model and Serial numbers when you register your AcomData product, and in the event that the product requires service. (See "Obtaining Service for Your AcomData Product" for more information.)

Product Name: AcomData Ondago Portable Hard Drive

Model Number: _____

Serial Number: _____

Date of Purchase:_____

Name of Reseller:_____

acomdata™

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AcomData Contact Information

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Customer Service:
customerservice@acomdata.com

Technical Support:
techsupport@acomdata.com

Pre-Sales Questions:
sales@acomdata.com

WELCOME!

AcomData Ondago

Welcome, and thank you for purchasing an AcomData Ondago Portable Hard Drive.

Your Ondago features high-quality construction, advanced engineering, and state-of-the-art data storage technology, to give you great performance and years of reliable, user-friendly operation.

The information in this User's Guide pertains to AcomData Ondago Portable Hard Drive models **SHDxxxUFAPE-54** (The "xxx" refers to Drive capacity. For example, if you have an 80 GB Drive, the model number is SHD080UFAPE-54).

This guide contains very important information for the proper installation, use, and care of your Ondago. Please read this guide carefully and retain it for future reference.

If you plan to use PushButton™ Backup…

Please follow the instructions in this guide ***first***. Then refer to the PushButton™ Backup User's Guide for information on setting up and using PushButton™ Backup.

Symbols used in this guide:

This symbol alerts the reader to a warning or to some very important information.

The Apple logo alerts the reader to important information specific to Mac users.

This symbol alerts the reader to helpful tips and other information that may be useful.

The USB 2.0 logo alerts the reader to important information specific to USB 2.0 users.

The Windows logo alerts the reader to important information specific to Windows users.

The FireWire logo alerts the reader to important information specific to FireWire users.

A word about using two-button mice

When following the instructions in this guide, PC users will need to use both the left and right mouse buttons. While some users may reverse the functions of the buttons, in this guide "click" means pressing the left-side button; "right-click" means pressing the right-side button.

Although Mac OS X supports two-button mice, this guide assumes all Mac users are using a conventional one-button mouse.

Product Registration for Warranty Coverage

Registration is required in the event that your product needs servicing. (See "Obtaining Service for Your AcomData Product" for details.)

Online Registration

You can register online at www.acomdata.com. Once you enter the site, click on the **Product Registration** button and follow the instructions on screen.

Advantages of Online Registration:

1. It's fast, free, and your product is registered immediately;

2. Free unlimited online technical support;

3. You get your own personalized support page:
• download software updates
• access all online support services
• view all of your registered AcomData products
• manage your personal profile;

4. If you need warranty service, arranging product returns is faster and easier if you registered online.

Mail-in Registration

You may also register via mail by filling out and returning the Registration Card included in the package.

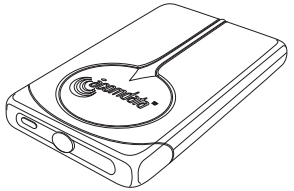
When registering your AcomData product you will need the Model and Serial numbers. Both are printed on the UPC label affixed to the bottom of the box, and on the label affixed to the metal Drive case (underneath the silicone rubber sleeve).

Precautions

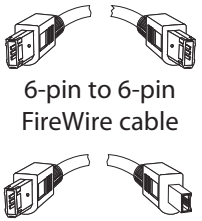
Failure to follow the precautions below may result in damage to the device, loss of data, and voiding of the warranty.

- If using your AcomData product as a general-purpose storage device (as opposed to a backup device) AcomData strongly recommends that you backup the files stored on the device. AcomData is not responsible for data loss or corruption; nor will AcomData perform recovery of lost data or files.
- Do not open the device or attempt to disassemble or modify it. If the device is malfunctioning, contact AcomData Technical Support via the Customer Support page at www.acomdata.com or call (909) 348-0680 (Pacific Time) during regular business hours.
- Do not expose the device to rain or use it in damp or wet conditions.
- Never place containers of liquids on the device. This can damage the device and increase the risk of electric shock, short-circuiting, fire, or personal injury.
- Make sure that the computer and the device are electrically grounded. (If the device has a three-prong plug, never plug the device into a two-prong outlet.)
- Do not expose the device to temperatures outside the range of 5° C to 40° C (41° F to 104° F).
- Do not use a third-party AC adapter/power cord.
- Do not bump, jar or drop the device.
- Do not try to stand the device in a way not described in this guide.
- Do not disconnect any cables without first dismounting the device. See "How to Safely Dismount & Disconnect the Drive" for details.

Package Contents

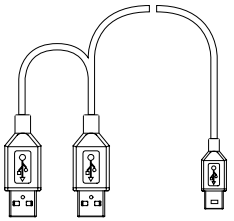


AcomData Ondago
Portable Hard Drive



6-pin to 6-pin
FireWire cable

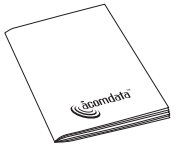
6-pin to 4-pin
FireWire cable



USB cable
(Twin USB type A to mini-USB)

Software CD

Ondago
User's Guide



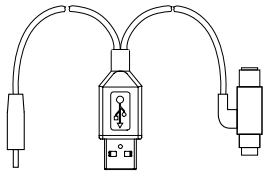
PushButton™ Backup
User's Guide

Mail-In
Registration Card

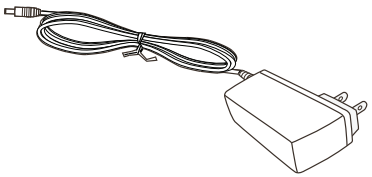
If you are missing any item shown above, contact Customer Service at customerservice@acomdata.com, or call 800-470-4495.

Optional Accessories

See "How to Purchase Accessories", next page.



PS2/USB power adapter.
Power the Drive via a PS2 port or
get extra power via USB.



AC adapter.
Run the Drive off AC power.

How to Purchase Accessories

You can purchase accessories by contacting Customer Service at customerservice@acomdata.com.

In your e-mail, please include:

- **your name;**
- **phone number;**
- **mailing address;**
- **model number or description of item (e.g. AC adapter for Ondago Drives);**
- **quantity per item.**

A Customer Service agent will contact you to complete the transaction.

System Requirements

Power Requirements

Ondago can be powered many ways––directly by your computer (bus-powered operation), or via AC power––depending on the data interface you use and the connections available with your computer. AC-powered operation requires the optional AC adapter, sold separately.

(See "Connecting the Drive to Your Computer" for instructions for the various connection options.)

For bus-powered operation…

USB 2.0 users will need:

- 2 free USB ports[1] OR
- 1 free USB port and a PS2 port[2]

FireWire users will need:

- 6-pin FW port OR
- 4-pin FW port[3] and 2 USB ports[4] OR
- 4-pin FW port[3] and a PS2 port[2]

For AC-powered operation…

USB 2.0 users will need:

- one free USB port

FireWire users will need:

- 6-pin or 4-pin FW port

1) Bus-powered operation via USB requires two USB ports (one for data and power; the other for additional power only). Preferably, the port you use for the data connection will be USB 2.0 compatible. It makes no difference if the port you use only for additional power is USB 2.0 or USB 1.x. If your computer does not have two free USB ports, you can use a USB hub.

2) Requires the optional PS2/USB power adapter, sold separately.

3) 4-pin FireWire connections do not supply electrical power.

4) When using a 4-pin FireWire connection it is possible to use USB connections (two are required) to power the Drive. The FireWire interface will be used for data transmissions; the USB connections will supply power only.

System Requirements for PC

- **Minimum 233 MHz processor (Pentium, Celeron, AMD, etc.)**
- **Windows 98SE, Me, 2000, or XP**
- **PushButton™ Backup requires 128 MB of RAM**

Windows XP/USB 2.0 users:

You must have Windows XP Service Pack 1 or later. Go to www.microsoft.com and click on the Windows Update link.

Windows 2000 users:

You must have Windows 2000 Service Pack 4 or later. Go to www.microsoft.com and click on the Windows Update link.

Windows Me/USB 2.0 users:

Make sure you have the latest updates. Go to www.microsoft.com and click on the Windows Update link.

Windows 98SE users:

- In order to use the USB 2.0 connection you will need to install the USB 2.0 driver included on the supplied Software CD. (See "Mounting a USB-Connected Drive" for instructions.)
- In order to use the FireWire connection you need *Windows 98 Second Edition 1394 Storage Supplement*. You can download it at http://www.microsoft.com/windows98/downloads/default.asp.

System Requirements for Mac

- **Power Macintosh running Mac OS 9 or Mac OS X**
- **PushButton™ Backup requires:**
  - **Mac OS x v.10.2 or later**
  - **128 MB of RAM**

Mac OS 9 Users:

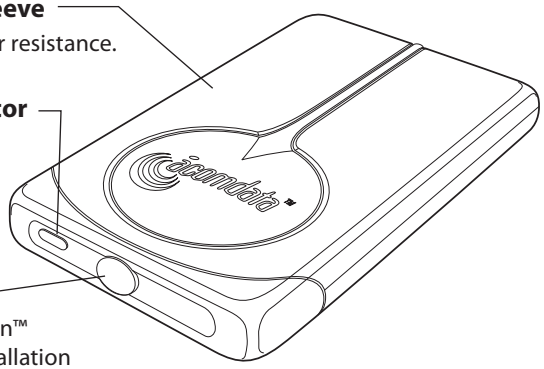
- Mac OS 9 does not support USB 2.0. If using the USB 2.0 interface, the Drive will operate at USB 1.x speeds.
- For FireWire connectivity, Mac OS 9 requires FireWire 2.7 or later. If you have Mac OS 9.1 or later you already have FireWire 2.7 or later. Mac OS 9 updates are available at http://docs.info.apple.com/article.html?artnum=75288.

About Ondago

Ondago at a Glance

Silicone Rubber Sleeve
Offers shock and water resistance.

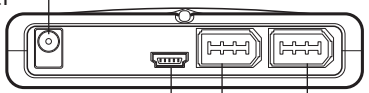
Power/Data Indicator
Lights up blue when the Drive is powered on. Flashes red when reading/writing data.



PushButton
Press to run PushButton™ Backups. Requires installation of included software. See the PushButton Backup User's Guide.

Back Panel

Power Port
Used with the optional AC adapter or the optional PS2/USB power adapter (sold separately).



mini-USB Port

FireWire Ports
Two ports allow other FireWire devices to be daisy-chained to the Drive.

AcomData Ondago Features Explored

For a description of PushButton™ Backup, refer to the PushButton™ Backup User's Guide.

FYI

FireWire

FireWire is a serial data input/output technology developed by Apple Computer and Texas Instruments. The first FireWire standard was approved by the Institute of Electrical and Electronic Engineers (IEEE) in 1995.

Data transfers at up to 400 Mbps (50 MB/s)

FireWire 400 can transmit data at up to 400 Mbps (50 MB/s). FireWire supports both *isochronous* and *asynchronous* data transfers. Isochronous mode provides guaranteed transmission of data at defined intervals; it's used when delayed or out-of-order data frames are unacceptable, such as for capturing digital video. In asynchronous mode, the intervals between transmissions can vary, and data can be resent if missed. Asynchronous mode is used for routine data transfers.

Supports up to 63 devices

FireWire devices can be linked in a daisy-chain, where the devices are connected to each other in series. A hub is only required when a very large number of devices will share the same FireWire bus. With the use of FireWire hubs, up to 63 devices can be linked on a single FireWire bus.

Peer-to-peer architecture

FireWire devices are host-independent, meaning data transmissions between FireWire devices on the same bus can take place without the need for input from the host

computer. This lack of dependence on the host is one of the reasons FireWire devices are, on average, faster than USB 2.0 devices in routine day-to-day use, even though the rated maximum data transfer is lower than that for USB 2.0.

Cable length up to 4.5 m

Standard FireWire 400 cables use 6-pin connectors at both ends. Cables with 4-pin connectors are used for connecting FireWire devices to laptop/notebook computers and other devices that have 4-pin ports.

On-bus power up to 45 watts

FireWire can supply up to 45 W of electrical power, making it possible to use many low-power-consumption devices without a dedicated electrical connection. (FireWire cables with 4-pin connectors cannot transmit electrical power.) When a device is powered via FireWire, power is delivered only when actually needed.

Plug & Play

You do not need to install drivers, assign unique ID numbers, or connect terminators.

Hot Pluggable

FireWire devices can be connected to or disconnected from the computer while the computer is running.

Hi-Speed USB 2.0

USB (Universal Serial Bus) is an interface technology for the serial transmission of digital data. The original standard (USB 1) could transmit data at speeds of up to 12 Mbps. USB 2.0 has a maximum throughput of 480 Mbps (60 Megabytes/s) –– that's up to 40 times faster than USB 1.

Data transfer rates up to 480 Mbps

480 Mbps is equivalent to 60 Megabytes per second. Put another way, it is possible to transfer a full gigabyte of data in just under 18 seconds. However, 480 Mbps is the maximum speed; data transfer rates will vary depending on a number of factors, including available CPU resources.

Supports up to 127 devices

Connecting more than one or two USB devices to a computer typically requires the use of one or more USB-equipped hubs; a hub can typically accommodate several USB devices.

Master-slave architecture

The computer (the master) dictates data flow to, from, and between attached USB devices (the slaves).

Cable length up to 5 m

On-bus power up to 2.5 W

USB can supply up to 2.5 W of electrical power, making it possible to use some low-power-consumption devices without a dedicated electrical connection.

Plug & Play

You do not need to assign ID numbers, or connect terminators. On most operating system you do not need to install

drivers. Your AcomData Ondago Drive comes with USB 2.0 driver software for Windows 98SE users.

Hot-Pluggable

Devices can be added/removed while the computer is running.

Mac & PC Ready

Your AcomData Ondago Drive is ready to use on either a Mac or a PC right out of the box––no formatting is required. The Drive was formatted at the factory with the FAT32 file system, which makes the Drive compatible with all supported operating systems. That said, you may want to consider re-formatting the Drive using one of the other file systems that may be available with your operating system. For more information and formatting instructions, see "Re-Formatting the Drive."

Hot-Pluggable

You can connect or disconnect the Ondago while your computer is running. This makes portability much easier and saves you the time and hassle of shutting down and restarting your computer. Let's say you use your Drive solely for data backups––so the Drive only needs to run a few minutes every day––but your computer is on all day. If the Drive was not hot-pluggable, you would either have to shut down your computer every time you wanted to connect or disconnect the Drive, or you would have to leave the Drive running all day unnecessarily. Always dismount the Drive before disconnecting the Drive. See "How to Safely Dismount & Disconnect the Drive" for details.

Fanless Design

All hard drives generate some heat as a result of normal operation. Heat generation can be an issue with some hard drives, which is why they often have big, noisy fans. The Ondago was engineered to be more efficient and to generate so little heat that it does not need a fan, allowing us to make the drive as compact and lightweight––and quiet––as possible.

Instant-On Operation

In order to save weight and keep the Drive as compact as possible, your Ondago Drive does not have a power switch. The Drive will power up as soon as it senses sufficient current, either via a bus connection or via AC power.

Silicone Rubber Sleeve

Ondago's silicone rubber sleeve provides a measure of shock and water resistance, making the Drive well-suited to the rigors of life on the road. While the sleeve material itself is water resistant, the sleeve does not completely encase the drive and therefore it is not intended to make the Ondago Drive suitable for use in damp or wet environments. Hard drives contain very sensitive electronics and should never be exposed to rain or moisture. Beneath the silicone rubber sleeve, the Drive is fully enclosed in an autonomous aluminum alloy case.

Technical Specifications

Model #: SHDxxxUFAPE-54
Dimensions:
(inches).....3.25" x 5.28" x 0.80"
(mm) .....82.6 x 134.1 x 20.3
Interface(s):
..... Hi-Speed USB 2.0
.....FireWire 400 (IEEE 1394a)
Chassis (approved/recognized) ..... FCC/CE/UL
Interface transfer rate (max)
USB 2.0 ..... 480 Mbps
FireWire 400 ..... 400 Mbps
Data buffer..... 2 MB
Rotational speed ..... 5400 RPM
Latency (average)..... 4.2 ms
Seek time (read typical) .....12.0 ms
Track to track seek time (average) ..... 2.0 ms
Error rate (nonrecoverable) ..... 1 in 10E13
Power Requirement.....1.0 A, 5 VDC
Ambient temperature.....5ºC – 40ºC (41° F to 104° F)

Installing the Drive

Please read ALL sections carefully before using the Drive. Once you have completed the hardware installation, your Drive will be ready to use as a general-purpose data storage device. If you wish to use PushButton™ Backup, once you complete this section, read the PushButton™ Backup User's Guide.

This section contains detailed instructions for:

- **Connecting the Drive to your computer and mounting it to your operating system;**
- **Naming the Drive;**
- **Re-formatting the Drive for optimum performance.**

Connecting the Drive to Your Computer

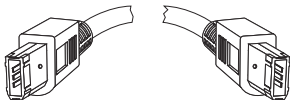
The AcomData Ondago Drive can be connected to a laptop or desktop computer, and it can run off of power supplied directly by your computer (bus-powered operation), or via AC power, using the optional AC adapter.

We have included a variety of data cables so that whether you are using a Mac or PC, a laptop or a desktop, just about all users will be able to use bus-powered operation.

See below for connection options and instructions.

Connecting the Drive via FireWire

- ***FireWire plugs are shaped such that they can only be inserted one way. Be sure to insert the plugs properly or you may damage the Drive.***
- ***Your Ondago Drive has two FireWire ports for daisy-chaining FireWire devices. You can use either port to connect the Drive to your computer.***



6-pin to 6-pin cable

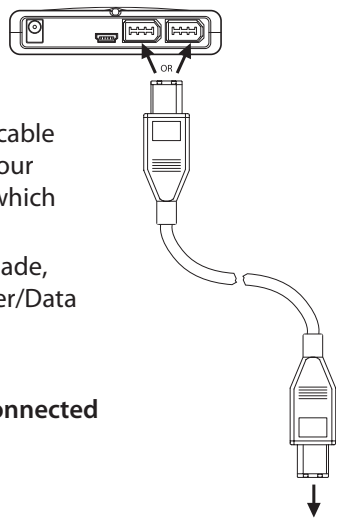
6-pin to 4-pin cable

FW Option 1: Using the 6-pin to 6-pin FireWire cable

This is the recommended option for users with an available 6-pin FireWire port on their computer. You get the convenience of bus-powered operation with the fewest number of connections.

1. Plug either end of the FireWire cable into a 6-pin FireWire port on your computer.
2. Plug the other end of the FireWire cable into one of the FireWire ports on your Ondago Drive. It does not matter which FireWire port you use.

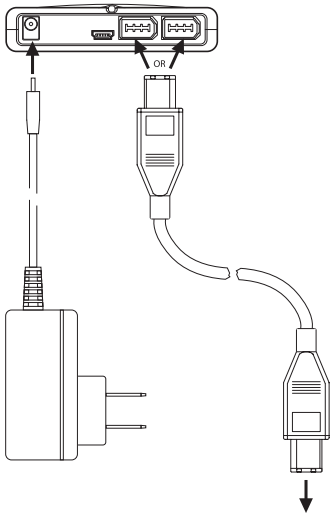
Once the connections are properly made, the Drive will power up and the Power/Data Indicator will illuminate.



Proceed to "Mounting a FireWire-Connected Drive."

FW Option 2: Using the 6-pin to 6-pin FireWire cable and the optional AC adapter

You may want to use this option if you have access to an AC outlet but you don't have your laptop's AC adapter on hand to power your computer and you don't want to use your laptop's battery power to also run the Drive.



1. Plug either end of the FireWire cable into a 6-pin FireWire port on your computer.
2. Plug the other end of the FireWire cable into one of the FireWire ports on your Ondago Drive. It does not matter which FireWire port you use.
3. Insert the small plug of the AC adapter into the Drive's Power Port.
4. Plug the AC adapter into an AC outlet.

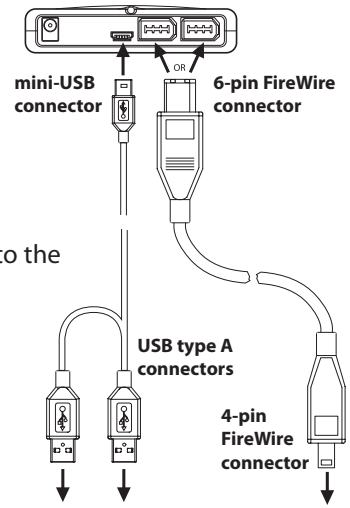
Once the connections are properly made, the Drive will power up and the Power/Data Indicator will illuminate.

Proceed to "Mounting a FireWire-Connected Drive."

FW Option 3: Using the 6-pin to 4-pin FireWire cable and the USB cable

4-pin FireWire connections do not supply power. You can power the Drive using the supplied USB cable. The FireWire connection will transmit the data; the USB connections will supply power only.

1. Plug the 4-pin connector of the FireWire cable into a 4-pin FireWire port on your computer.
2. Plug the 6-pin connector into one of the FireWire ports on your Ondago Drive.
3. Plug the mini-USB connector into the mini-USB port on the Drive.
4. Plug the USB type A connectors into USB ports on your computer or USB hub.

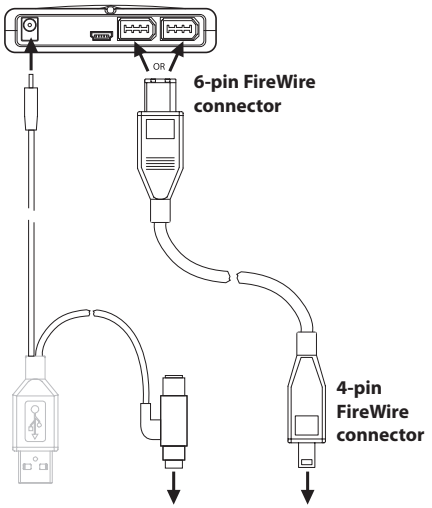


Proceed to "Mounting a FireWire-Connected Drive."

FW Option 4: Using the 6-pin to 4-pin FireWire cable and the optional PS2/ USB power adapter

4-pin FireWire connections do not supply power. If your computer is equipped with a PS2 port, you can use the optional PS2/USB power adapter (sold separately) to power the Drive.

1. Plug the 4-pin connector of the FireWire cable into a 4-pin FireWire port on your computer.
2. Plug the 6-pin connector into one of the FireWire ports on the Drive.
3. Insert the small plug of the PS2/USB power adapter into the Drive's Power Port.
4. Plug the PS2 connector into a PS2 port on your computer. Leave the USB connector free. The PS2 connector has an auxiliary port for connecting another PS2 device to your computer.



Once the connections are properly made, the Drive will power up and the Power/Data Indicator will illuminate.

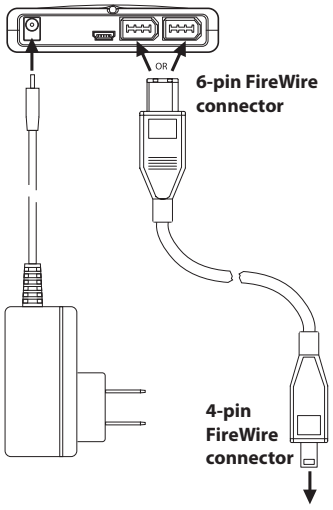
Proceed to "Mounting a FireWire-Connected Drive."

FW Option 5: Using the 6-pin to 4-pin FireWire cable and the optional AC adapter

4-pin FireWire connections do not supply power. You can use the optional AC adapter to power the Drive.

1. Plug the 4-pin connector of the FireWire cable into a 4-pin FireWire port on your computer.
2. Plug the 6-pin connector into one of the FireWire ports on the Drive.
3. Insert the small plug of the AC adapter into the Drive's Power Port.
4. Plug the AC adapter into an AC outlet.

Once the connections are properly made, the Drive will power up and the Power/Data Indicator will illuminate.



Proceed to "Mounting a FireWire-Connected Drive."

Mounting a FireWire-Connected Drive

Mac Users:

Once the Drive has been properly connected and powered on, it should mount to your Desktop.

Windows 2000/XP Users:

Once the Drive is connected and powered on, you should see a new hard drive icon with a new drive letter in My Computer/Windows Explorer. If your computer displays the Found New Hardware Wizard, follow the steps below.

1. In the Found New Hardware Wizard, under "Can Windows connect to Windows Update…", select "Yes, now and every time I connect a device." Then click Next (Figure 1).

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

FIGURE 1

2. On the next screen (Figure 2), select "Install the software automatically (Recommended)." Click Next.

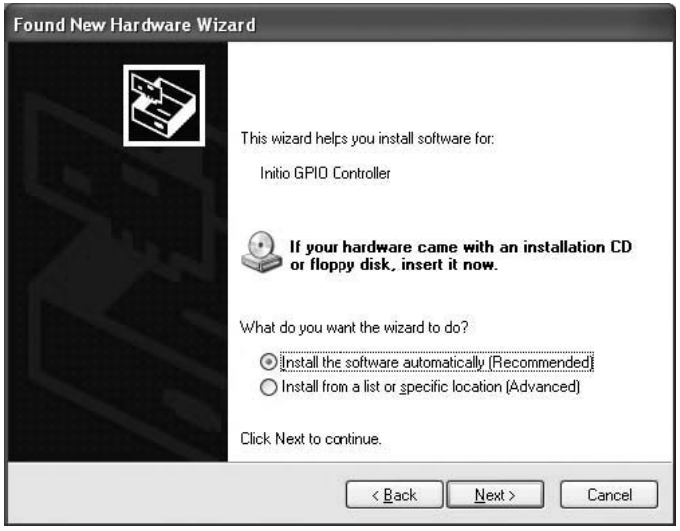

Found New Hardware Wizard
This wizard helps you install software for:
Initio GPIO Controller
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

FIGURE 2

3. When the installation is complete, click Finish. You should now see a new hard drive icon with a new drive letter in My Computer/Windows Explorer.

Windows 98SE and Me Users:

Once the Drive has been properly connected and powered on, you should see a new hard drive icon with a new drive letter in My Computer/Windows Explorer. If your computer cannot detect the Drive, you may need to manually search for and install the driver named GPIO98.SYS. If you have Windows 98 Second Edition 1394 Storage Supplement, this file should be located at C:\WINDOWS/SYSTEM\IOSUBSYS\ GPIO98.SYS.

Connecting the Drive via USB

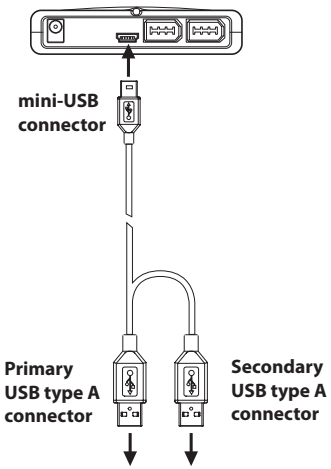
Windows 98SE Users

You will need your Windows 98SE CD and the AcomData Software CD. Before connecting the Drive, insert the AcomData CD into your CD drive. The CD will launch automatically and the Retrospect Express start screen will appear. Click Quit to exit the screen, but leave the CD in the drive.

USB Option 1: Using the USB cable

A single USB port will not supply sufficient current to power up the Drive. Two USB ports are needed. One port is for data and power; the other is for additional power only.

1. Plug the mini-USB connector into the mini-USB port on the Drive.
2. Plug the primary USB type A connector into a USB port on your computer (preferably a USB 2.0 port).
3. Plug the secondary USB type A connector into a second USB port on your computer. As this second port will supply power only, it does not matter if the port is USB 1.x or USB 2.0.

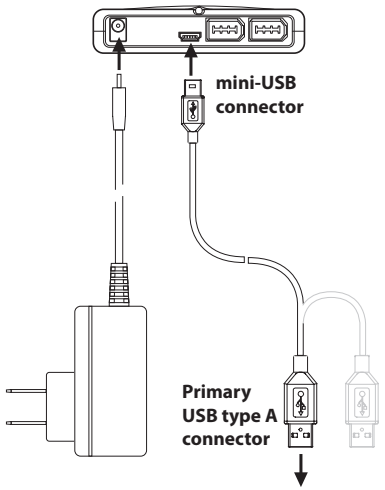


Proceed to "Mounting a USB-Connected Drive."

USB Option 2: Using the USB cable and optional AC adapter

1. Plug the mini-USB connector into the mini-USB port on the Drive.
2. Plug the primary USB type A connector into a USB port on your computer (preferably a USB 2.0 port). Leave the secondary USB type A connector free.
3. Insert the small plug of the AC adapter into the Drive's Power Port.
4. Plug the other end into an AC outlet.

Once all connections are made, the Drive will power up and the Power/Data Indicator will illuminate.



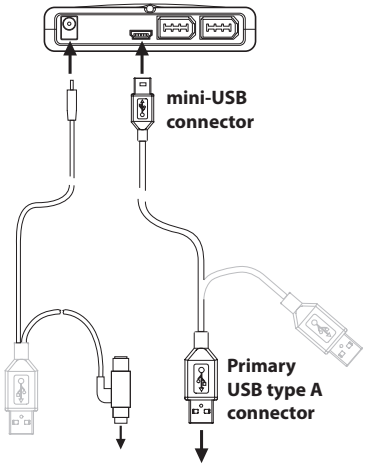
Proceed to "Mounting a USB-Connected Drive."

USB Option 3: Using the USB cable and optional PS2/USB power adapter

If your computer is equipped with a PS2 port, you can use the optional PS2/USB power adapter (sold separately) to power the Drive. This option allows you to use the USB 2.0 interface and bus-powered operation, but takes up only one USB port.

1. Plug the mini-USB connector into the mini-USB port on the Drive.
2. Plug the primary USB type A connector into a USB port on your computer (preferably a USB 2.0 port). Leave the secondary USB type A connector free.
3. Insert the small plug of the PS2/USB power adapter into the Drive's Power Port.
4. Plug the PS2 connector into a PS2 port on your computer. Leave the USB connector free. The PS2 connector has an auxiliary port for connecting another PS2 device to your computer.

Once all connections are made, the Drive will power up and the Power/Data Indicator will illuminate.



Proceed to "Mounting a USB-Connected Drive."

Mounting a USB-Connected Drive

Mac Users:

Once the Drive has been properly connected and powered on, it should mount to your Desktop.

Windows 2000/XP Users:

Once the Drive has been properly connected and powered on, you should see a new hard drive icon with a new drive letter in My Computer/Windows Explorer.

Windows Me Users:

Once the Drive has been properly connected and powered on, you should see a new hard drive icon with a new drive letter in My Computer/Windows Explorer. If this is not the case, you will need to update your Windows Me. To get the latest update, go to www.microsoft.com and click on the Windows Update link.

Windows 98SE Users:

You need to install the USB 2.0 driver before you will be able to use the Drive.

1. Once the Drive has been properly connected and powered on, the Add New Hardware Wizard should appear with the message: "This wizard searches for new drivers for: USB Composite Device" (Figure 3). Click Next
2. Next you will see the message: "What do you want Windows to do?" Select "Search for the best driver for your device (Recommended)" (Figure 4). Then click Next.
4. In the next screen, select "Specify a location" and in the text field type: C:\ and then click Next (Figure 5).

Add New Hardware Wizard
This wizard searches for new drivers for:
USB Composite Device
A device driver is a software program that makes a hardware device work.
< Back
Next >
Cancel

FIGURE 3

Add New Hardware Wizard
What do you want Windows to do?
Search for the best driver for your device. (Recommended).
Display a list of all the drivers in a specific location, so you can select the driver you want.
< Back
Next >
Cancel

FIGURE 4

Add New Hardware Wizard
Windows will search for new drivers in its driver database on your hard drive, and in any of the following selected locations. Click Next to start the search.
Floppy disk drives
CD-ROM drive
Microsoft Windows Update
Specify a location:
Browse...
< Back
Next >
Cancel

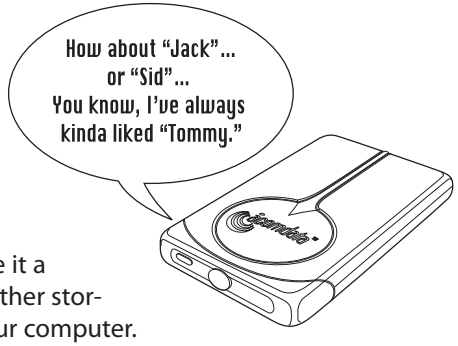
FIGURE 5

5. In the next screen, you will see the message: "Windows is now ready to install the best driver for the USB Composite Device…" Click Next.
8. Once the installation is complete, you will see the message: "Windows has finished installing the software…" Click Finish.
9. The wizard will then detect another new hardware device and you will see the message: "This wizard searches for new drivers for: USB Human Interface Device." Click Next.
10. Next you will see the message: "What do you want Windows to do?" with two options. Select "Search for the best driver for your device (Recommended)." Then click Next.
11. In the next screen, select "Specify a location" and in the text field type: C:\ and then click Next.
12. You will then see the message: "Windows is now ready to install the best driver for the USB Human Interface Device…" Click Next.
13. You will be prompted to insert your Windows 98 Second Edition CD (Figure 6). Insert your Windows 98SE CD into the CD drive, and then click Next.

FIGURE 6

14. Once the installation is complete, in the Add New Hardware Wizard you see the message "Windows has finished installing the software…" Click Finish.
15. Your computer should detect the Drive and you should see a new hard drive icon with a new drive letter under My Computer/Windows Explorer.

Naming Your Ondago



Now that your Drive has been connected and mounted to your operating system, you may want to give it a name to distinguish it from other storage devices connected to your computer.

If you are going to re-format the Drive, go to "Re-Formatting the Drive" now; you will have the opportunity to name the Drive during the formatting setup process.

PC Users:

1. Double-click on My Computer.
2. In the My Computer window click on the Drive icon.
3. In the File menu, select Properties.
4. Under the General tab of the Properties window, type a name in the text field beside the Drive icon.

Mac Users:

1. Locate the Drive icon on your computer's Desktop.
2. Click and hold the mouse button on the icon's label until it is highlighted.
3. Type in a name and press Return.

Re-Formatting the Drive

FORMATTING A HARD DRIVE ERASES ALL DATA STORED ON THE DRIVE! BEFORE YOU FORMAT THE DRIVE, BE SURE TO SAVE A COPY OF ANY FILES YOU WISH TO KEEP TO ANOTHER STORAGE DEVICE.

Your AcomData Ondago Drive was formatted at the factory with the FAT32 file system. This makes the Drive both PC and Mac compatible right out of the box, and allows you to share files between platforms.

If you plan to use your Drive only on a Mac or only on a PC, you should consider re-formatting the Drive with one of the more advanced file systems that may be available to you.

Formatting Options for PC Users

If you are running Windows 2000 or XP and you do not plan to use the Drive on a Mac or Windows 95 or Me, consider re-formatting your Drive with the NTFS file system. NTFS provides several advantages over FAT32, including better security and support for files larger than 4 GB. NTFS is not compatible with Windows 98SE and Me.

Formatting Options for Mac Users

If you plan to use the Drive only on a Mac, consider re-formatting your Drive with the Mac OS Extended file system.

Formatting Options for Cross-Platform Compatibility

If you ever need to re-format your Drive and you need both PC and Mac compatibility, you have two options:

1. Format the Drive on a PC with the FAT32 file system.
2. Format the Drive on Mac OS X v.10.3 or later with the MS-

DOS file system. The MS-DOS files system is the equivalent of FAT32 on the PC.

Mac OS 10.2 Users:

Hard drives or drive partitions that are larger than 128 GB and formatted with the FAT32/MS DOS file system will not mount on Mac OS 10.2 through 10.2.8. If your Drive is larger than 128 GB, and you are using Mac OS 10.2, you have several options to deal with this issue:

1) Re-format the Drive using the Mac OS Extended file system;
2) Partition the Drive so that no single partition is larger than 128 GB;
3) Upgrade to Mac OS 10.3. For more information, go to http://docs.info.apple.com/article.html?artnum=107483 on the Apple web site.

Mac OS X v.10.3 Users:

FYI

If you connect an NTFS-formatted disk to a Mac running Mac OS X v.10.3, the computer will be able to read the Mac-compatible files, but you will not be able to save any data to the disk.

Formatting the Drive in Windows 2000 or XP

1. Disable any anti-virus software you may have running in the background.
2. Double-click on My Computer/Explorer. In the My Computer/Explorer window you should see the icon and drive letter for the AcomData Drive. (If you are not sure which drive letter represents the AcomData Drive, turn it off and see which one of the icons disappears. Then turn on the Drive and wait for the drive letter to reappear.)
3. Right-click on the drive letter and select Format… in the pop-up menu. The Format dialog box will appear.
4. Under Capacity, verify the Drive capacity. It should be close to the stated capacity of your Drive in gigabytes.
5. In the File System pop-up menu, select NTFS. Do not select FAT32 as you cannot format the Drive using the FAT32 file system on Windows 2000 or XP.
6. In the Allocation unit size pop up, select "Default allocation size."
6. In the Volume label field, type in a name for the Drive. You should give the drive a unique name that will allow you to easily distinguish it from other hard drives or storage devices.
7. The default formatting option is Full format, however under Format options you can select Quick Format. A Full format will take about 30-90 minutes. A Quick format will take just a few minutes, but will do less verifying of the Drive than a Full format will. Do not check Enable Compression.
8. Click Start. Once the format process is complete, the Drive will be ready to use.

Formatting the Drive in Windows 98SE or Me

1. Disable any anti-virus software you may have running in the background.
2. Double-click on the My Computer icon. In the My Computer window you should see an icon and drive letter for the AcomData Drive. (If you are not sure which icon represents the External Hard Drive, turn off the Drive and see which icon disappears. Then turn the Drive back on and wait for the icon to reappear.)
3. Right-click on the drive letter and select Format. In the Format window, verify the Drive's capacity; it should be close to the stated capacity of your Drive in megabytes.
4. Under Format type, select Full; everything else should be left at the default setting. In the Label field under Other options you may assign a name to the Drive. You should give the drive a unique name that will allow you to easily distinguish it from other hard drives or storage devices. (The name you assign is limited to 8 characters and no symbols are allowed.)
5. Click Start. The following warning message will appear: "This device is either a hard disk or a large removable disk. Formatting it will destroy all files currently on the drive. Are you sure you want to format this drive?" If no data was previously written to the Drive or you already backed up the data you wish to keep, click OK.
6. If you see a warning from an antivirus program, click Exclude.
7. When formatting is complete, you will be asked to run a thorough Scandisk. Periodically running Scandisk is a part of regular hard drive maintenance. If you do not wish to run Scandisk at this time, close the Format window.

Formatting the Drive in Mac OS X

1. Disable any anti-virus software you may have running in the background.
2. Launch the Disk Utility application (Applications folder > Utilities folder > Disk Utility). The Disk Utility window will open with a small window at left and a larger window with a series of tabs at the top.
3. You should see the Drive listed in the left window. Click on the Drive to highlight it. Information about the Drive will appear in the Information window.
4. Click on the Erase tab. In the Erase window you will see a Volume Format pop-up menu and a Name field.
5. From the Volume Format pop-up, select Mac OS Extended. (With Mac OS 10.3.x, you have the option of selecting Mac OS Extended (Journaled). (Journaling is a feature that helps protect the file system against power outages or hardware failures, reducing the need for repairs. We recommend using journaling, if available.)
6. In the Name field, type in a name for the Drive. You should give the drive a unique name that will allow you to easily distinguish it from other hard drives or storage devices.
7. Click Erase. You should see an alert pop up with the message: "Erasing a disk will destroy all information on all of the volumes of the disk…" Click Erase.

Once initializing is complete, you should see the Drive listed in the left window of the Disk Utility screen with whatever name you assigned. Quit Disk Utility. You should now see the Drive icon on the Desktop.

Formatting the Drive in Mac OS 9

Before you can re-format the Drive you will need to restart your computer from the Mac OS 9 System Software CD that come with your computer or which you purchased as an upgrade.

1. Disable any anti-virus software you may have running in the background.
2. Insert the System Software CD into your CD drive.
3. With your AcomData Drive connected and powered on, restart the computer and hold down the C key while the computer is starting up.
4. You will see the alert message: "This disk is unreadable by this computer. Do you want to initialize this disk?" Click OK.
5. In the Name field, type in a name for your Drive. You should give the drive a unique name that will allow you to easily distinguish it from other hard drives or storage devices.
6. From the Format menu, select Mac OS Extended.
7. Click Initialize. You should then get the alert message: "Initializing will erase all information on this disk." Click Continue. Once initializing is complete, you should see the Drive mounted on your Desktop with the name you assigned.
8. Restart your computer and eject the Mac OS 9 CD, or go to Control Panels--> Startup Disk and select the computer's startup disk. Restart the computer.

Using the Drive

Performing Routine Tasks

Opening files and folders (All Users)

1. Double-click on the Drive icon. A window showing the files and folders stored on the Drive will appear.
2. Double-click on the file or folder that you want to open.

Copying files and folders to your Drive

PC Users

1. Click the file or folder that you want to copy in order to highlight it.
2. Go to "Edit --> Copy."
3. Double-click the Drive icon to open it.
4. If you want to copy the file or folder to a specific folder on the Drive, double-click that folder to open it.
5. Go to "Edit --> Paste." The file or folder will copy over.

Mac Users

1. Highlight the file or folder that you want to copy by clicking on it, but do not release the mouse button.
2. While keeping the mouse button pressed, drag the highlighted file or folder to the Drive icon or to a specific folder on the Drive.
3. Release the mouse button. The file or folder will copy over.

How to Safely Dismount & Disconnect the Drive

NEVER DISCONNECT THE DRIVE WITHOUT DISMOUNTING IT FIRST. YOU MAY LOSE DATA OR DAMAGE THE DRIVE.

When a device, such as a hard drive, is "mounted" to a computer, that means the computer has detected the device and established a communications link with it. When you dismount a device, the communications link is severed and the computer can no longer access it.

PC Users

1. In the system tray at the bottom of your screen, click the safely remove/icon (the icon with the green arrow)…

   On Windows 98SE and Me a rectangle will appear with the name of the Drive followed by the drive letter.

   On Windows 2000 and XP you will see the alert message "Safely Remove…" or "Stop…" followed by the drive letter.
2. Select the AcomData Drive. After a few seconds, Windows will give you a message that it is safe to remove the device.
3. Click OK. The Drive will dismount. You can then disconnect it.

Mac Users

Drag the Drive's icon to the Trash. The Drive will dismount and you can then safely disconnect it.

Whether you are using a Mac or PC…

When you shut down your computer, the Drive will dismount automatically. After your computer has turned off, you can safely disconnect it.

Maintaining Your Drive & Safeguarding Your Data

A hard drive is a very sophisticated and sensitive device that requires proper care and maintenance to ensure the longest possible life, reliable operation and––most importantly––the integrity of your stored data.

Backup Your Data

The single most important action you can take to safeguard your valuable data is to backup the data to another storage device. There are many reasons why data stored on a hard drive can become corrupted or lost. One of the most common causes of data loss is human error, such as mistakenly deleting or overwriting a file.

You should backup your data on a regular basis using a quality data backup utility. How often depends on how frequently you save data to the Drive. If you save data to the Drive on a daily basis, then you should backup your data daily.

Defragmenting and Optimizing a Hard Drive

A hard drive stores data on disks called platters. Each platter surface is divided into concentric *tracks*. Each track is divided into sections called *sectors*. A group of sectors, called a *cluster*, is the smallest unit of data storage space on a platter.

When data is saved to a new drive, it is written contiguously, one cluster after another. As old files are erased, clusters that were previously occupied become available for new data. However, there may not be enough space for the drive to write a new file in a contiguous set of clusters. The drive

uses the clusters it can, and if more are needed, the drive uses other clusters in other locations. The result is a fragmented file that is scattered in several places on the disk.

Over time, as more and more files are erased and new files are added, the data on the drive becomes increasingly fragmented. The more fragmented a disk becomes, the longer it takes to read and write data because the drive's read/write mechanism spends more time moving back and forth over the platter searching for fragmented data or free clusters.

We recommend using defragmentation and optimization software to maximize the storage efficiency and optimize the performance of your hard drive. Optimization software re-organizes files so that the files you use most often can be accessed more quickly. Defragmentation software consolidates file fragments that are scattered on your hard drive into more efficient contiguous clusters.

Quite often, defragging and optimization functions will be included in one software package, such that both operations are performed at the same time.

Examining and Repairing a Hard Drive

There are a number of reasons why a hard drive may become damaged or the data may become corrupted. Regular examination of your disk with a quality disk examination and repair utility is the best way to prevent irreparable disk damage and avoid data loss.

There are several software packages available that offer a suite of disk management utilities, including defragmentation, optimization, repair, erased file recovery and more. How often you should perform maintenance depends on how much you use the drive. Generally speaking, it's a good idea to examine a disk for damage at least once a month.

Some maintenance and repair operations can take quite some time, so it is wise to schedule these operations for those times when you don't need to use your computer. The good news is that, for the most part, you won't need to tend to the computer while the software performs these operations.

Protect Your Data from Viruses

One of the greatest threats to your data comes from viruses. These nasty-sounding creatures are insidious programs created by malefactors. Some viruses are designed to render your computer inoperable; others will erase files. The worst part is you may not be aware that your system has been infected until it's too late.

The most common way computers catch viruses is by downloading and sharing infected files via e-mail and other Internet services. You can protect your data against viruses by using ant-virus software. These programs are designed to seek out and eradicate viruses before they can cause damage. There are a number of good anti-virus programs on the market for both PC and Mac.

Cleaning the Drive Case

Always unplug all cables from the Drive before cleaning it. Clean the Drive using a soft, dry cloth. For tough dirt, dampen a soft cloth with some neutral detergent diluted in 5 to 6 parts water; wipe off the dirt, then wipe off the Drive with a dry cloth. Do not use alcohol, paint thinner, or other chemicals; they may damage the case surface.

Appendix

Frequently Asked Questions

Q: Can I use my Drive on two computers at the same time?

A: No. If you connect the Drive to two computers at the same time, you may damage the Drive and the computers.

Q: Do I have to format my AcomData Drive prior to using it?

A: No. All AcomData Drives are formatted at the factory with the FAT32 file system, making them compatible with all supported platforms right out of the box. You can re-format the Drive if you wish to use a file system other than FAT32.

Q: What is the difference between FAT32 and NTFS?

A: FAT32 is an older and more compatible file system but it has certain limitations, such as file size (maximum 4 GB). NTFS is more secure and has fewer limitations. The NTFS file system can only be used on Windows 2000 and XP. If you plan to use your Drive only on Windows 2000 or XP, consider re-formatting the Drive using NTFS. If you plan to use the Drive on a Mac OS only, consider re-formatting the Drive using the Mac OS Extended file system.

Q: Does the Drive work on Windows XP Media Center Edition?

A: At this time, it is not supported.

Q; Where are the drivers for XP, 2000 and Me?

A: They are built into the operating system. However, you may need to upgrade your Windows OS.

Q: Can I use the Drive's USB 2.0 and FireWire connections at the same time?

A: While you cannot use both interfaces at the same for data transfers, you *can* use the USB interface as a power connection if using the FireWire interface with a 6-pin to 4-pin FireWire cable.

Q: Can I connect the Drive to a USB or FireWire expansion card?

A: Yes, but you may need to update the software/firmware for the card. We recommend you check with the card's manufacturer for the latest updates.

Q: Is the Drive compatible with Windows 95, 98 (First Edition) or Windows NT?

A: No.

Q: What is the Drive's cache size?

A: 2 Megabytes.

Q: Can you make the Drive bootable?

A: It is possible to use an AcomData Drive as a boot volume on Mac OS 9 and Mac OS X. Follow the instructions in your Mac OS manual for the proper installation of the Mac OS. If you wish to use your AcomData Drive as a boot volume, make sure you install the Mac OS on the Drive before saving any data to the Drive. On Windows operating systems it is not possible to use an external hard drive as a boot volume.

Q: Why doesn't the Drive have a fan?

A: All hard drives generate some heat during normal operation, which is why hard drives often have big, noisy fans. The Ondago was engineered to be more efficient and to generate so little heat that it does not need a fan, allowing us to make the drive as compact and lightweight––and quiet––as possible.

Q: Why is the capacity of my drive as shown in Windows or Mac OS lower than the Drive's actual stated capacity?

A: The difference is mostly due to the different way Windows and Mac operating systems measure hard drive capacity, as compared to the method used by hard drive manufacturers. Hard drive manufacturers have always used the decimal (base 10) method, where 1GB = 1,000 MB = 1,000,000 KB = 1,000,000,000 bytes. Windows and Mac operating systems use the binary (base 2) method, where

1GB = 1,024 MB = 1,048,576 KB = 1,073,741,824 bytes. Example: A hard drive with a capacity of 120 GB will show up on Windows and Mac with a capacity of, say, 111.8 GB. The actual number of available bytes is 120,044,335,923, which is just over 120 GB (decimal).

Hard drive manufacturers use the decimal method because it is simpler and less confusing to consumers who may not be familiar with the base 2 number system. Manufacturers of operating systems do not need to concern themselves with this issue, so they typically use the more traditional binary method. As long as the drive displays the correct number of bytes (approximately), you are getting the drive's full capacity. The reason we say that the number of bytes will be approximate is because operating systems reserve a small amount of disk space for their own purposes. The actual amount may vary depending on the operating system.

Q: Can I use my AcomData Drive to copy an operating system from one computer to another?

A: You cannot transfer an installed operating system to another computer or hard drive simply by copying the operating system's files. In order to install an operating system, you'll need to follow the manufacturer's installation procedure. If you wish to transfer the contents of one startup disk to another, you will first need to properly install the operating system on the target drive. You can then use your AcomData Drive to copy over your files (except the operating system).

If you use your AcomData drive as a backup device, and you use the Backup operation in Retrospect Express, it is possible to back-up the entire contents of your computer's startup disk, including the operating system and all associated files. If your computer's startup disk becomes unresponsive, you can restore the entire disk from your AcomData Drive. See the Help menu in Retrospect Express for more information.

Q: Does AcomData provide data recovery services?

A: AcomData does not provide data recovery services.

Troubleshooting

If you experience a problem with your AcomData product, you should take the following actions in the order specified:

1. Make sure you followed the instructions in this guide.
2. Consult the Troubleshooting sections of this guide.
3. If the issue you are having is still not resolved, contact Technical Support using one of the following options:
   a) via the online Technical Support form at our web site, www.acomdata.com;
   b) via e-mail at techsupport@acomdata.com;
   c) by telephone at (909) 348-0680

Troubleshooting for PC Users

The power will not go on when I connect the Drive.

A: Make sure your connections are secure. If you are trying to use bus power, make sure you are using the proper cable (s). See "Connecting the Drive to Your Computer" for instructions.

My computer does not recognize the Drive.

A: Make sure all of your connections are secure. If you have an add-on card, make sure it is working properly and/or update the driver. Also, make sure you have all the latest updates for your operating system.

When I leave my computer idle for a while and come back, my AcomData Drive won't work properly.

A: The most likely cause is that your computer is going into Sleep mode. The immediate solution is to restart your

computer. To prevent this problem from reoccurring, go into your Power Settings/Energy Saver and set it to where it never goes into Sleep mode.

My AcomData Drive feels warm when it's powered on. Is this dangerous?

A: When in operation, the Drive may feel quite warm to the touch. This is normal.

The Drive gives me a "Device cannot start. Code (10)."

A: This is a power issue. Make sure your connections are secure. The other possibility is that the Drive has malfunctioned and requires service.

I don't see my AcomData Drive in My Computer, but it does appear in Device Manager. (Windows XP & 2000 only)

A: Right-click on My Computer. Select Manage in the pop-up menu. In the Computer Management window, select Storage, then select Disk Management. In the Disk Management window, you should see a list of available storage devices. Look for the Disk that has a capacity closest to your AcomData Drive. Right-click on the right-hand box; in the pop-up menu select Delete Partition. Once you do this, it will say "Online" & "Unallocated." Right-click on the box and select Create New Partition in the pop-up menu. When the Partition Wizard appears, select Primary Partition and click on Next. You will see a default value for the AcomData Drive; click Next. You will then see a drive letter (you can change this drive letter if you wish); click Next. You will then be asked to format the AcomData Drive.

When I try to format my Drive in Windows 2000/XP I get the message: "Could not complete format."

A: This problem can occur if you are using an expansion card to connect the Drive. Plug the Drive into a data port on

your computer and try the format again.

You may also come across this error if you are using Windows 2000 or XP and you try to format the Drive using the FAT32 file system. If reformatting the AcomData Drive and you do not need Mac compatibility, Windows 2000/XP users should use the NTFS files system.

After I connected the Drive to my PC, I got the following alert message: "Hi-Speed USB device plugged into non-Hi-Speed USB Hub." What does this mean?

A: Windows 2000 and XP users will get this alert message if you plugged the AcomData Drive into a USB port that only support USB 1.x. This is fine, except the Drive will operate USB 1.x speeds (up to 12 Mbps).

When using a USB 2.0 connection, the Drive seems to be operating slower than the rated 480 Mbps.

A: First, in order to reach USB 2.0 speeds, you must use a USB 2.0-compatible connection. If the connection only supports USB 1.x the Drive will operate at USB 1.x speeds.

Second, 480 Mbps is the maximum rate. Actual data transfer rates will vary depending on a number of factors, including available CPU resources.

Troubleshooting for Mac users

The power will not go on when I connect the Drive.

A: Make sure your connections are secure. If you are trying to use bus power, make sure you are using the proper cable (s). See "Connecting the Drive to Your Computer."

My computer does not recognize the Drive.

A: First, make sure the connections are secure. Second, check if your AcomData Drive is listed in the Apple System Profiler. If the driver listed is "USB Authoring Support" or "Toast USB Support", disable this Extension(s) in the Extensions Manager, as they can cause a conflict with the Drive.

When I leave my computer idle for a while and come back, my AcomData Drive won't work properly.

A: The most likely cause is that your computer is going to sleep. The immediate solution is to restart your computer. To prevent this problem from recurring, go into your Energy Saver preferences and set it to never go into Sleep mode.

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When I connected the Drive to my computer, I got the following alert message: "Please insert disk 'untitled'."

A: Your Mac is not recognizing your the Drive and the mouse cursor may actually freeze on screen. If this happens, hold down the Apple/Control key and press the Period "." key. You should regain control of your mouse. Restart your computer and rebuild the Desktop. (Refer to the manual that came with your Mac for instructions. It is good practice to periodically rebuilt the Desktop anyway.) After your Mac re-starts, the AcomData Drive should mount normally and you should not have this problem again.

I set up my Drive on Mac OS 9. When I upgraded to Mac OS X my computer asked me to re-initialize the Drive.

A: If this message appears, you have no choice but to re-initialize (re-format) the Drive in order to use it on Mac OS X. With the Drive connected to Mac OS 9, copy the data on the Drive, that you wish to save, to another storage device. Then, re-initialize the Drive on Mac OS X, and copy the saved data back to it.

Why is my AcomData Drive asking me to initialize it? It was already formatted and it contains data.

A: The most likely reason is that the file system has become corrupted, in which case it needs to be repaired. Use disk utility software, such as Norton Utilities, to repair the disk. Periodic testing of a hard drive is recommended to keep it in good working order.

I can't transfer files larger than 2 GB.

A: This is a limitation of the FAT32 file system. If you plan to use the Drive on a Mac OS only, consider re-formatting the AcomData Drive using the Mac OS Extended file system.

Glossary

Buffer – RAM cache that temporarily stores data so it can be delivered to a device as it is needed.

Bus – An electronic link that can transmit data between digital devices, such as computers and computer peripherals.

Daisy chain – A hardware configuration in which peripheral devices are connected to each other in series. The FireWire interface, for example, supports a daisy chain of up to 63 devices.

Device Driver – A software program that enables a computer to communicate with peripheral devices, such as hard drives and CD-ROM drives. Each type of device requires a different driver.

Format – Sets up a file system for storing and retrieving files on a disk. Referred to as initialization on Mac.

Gigabyte (GB) – 1,024 megabytes (binary); 1,000 megabytes (decimal), or approximately one billion bytes.

Hardware – Physical components of a computer system.

Hot-Pluggable – The ability to connect and disconnect external devices while the computer is running.

Hub – A device which links peripherals together onto the same data bus.

Interface – Junction between two items of hardware or software for the exchange of data.

Mbps (Megabits per second) – A data transmission speed of one million bits per second. Data transmissions are measured in bits (kilobits, megabits etc) per second.

MB (Megabyte) – 1,048,576 bytes (binary); 1,000,000 bytes (decimal).

Partition – A way to logically divide a hard drive so that an operating system treats each partition as if it were a separate hard drive. Each partition is assigned a unique drive letter in Windows or icon in the Mac OS.

Startup Disk – The disk from which a computer loads its operating system at startup.

One Year Limited Warranty

AcomData warrants this product (the "Product") against defects in material or workmanship as follows:

1. LABOR: For a period of one (1) year from the original date of purchase from AcomData or its local representative supplier, AcomData will repair defective Product (or, at its option, replace with a new or recertified product) at no charge. After this 1 year period, you must pay for all labor charges.

2. PARTS: For a period of one (1) year from the original date of purchase from AcomData or its local representative supplier, AcomData will supply, at no charge, new or rebuilt replacement parts in exchange for defective parts of this Product. Any replacement parts will be warranted for the remainder of the original warranty period or ninety (90) days from installation by AcomData. All exchanged parts replaced under this warranty will become the property of AcomData.

This warranty only covers the hardware components packaged with the Product. This warranty does not cover: (1) any software contained in, or included with, the Product; any such software is provided "as is." Please refer to any documentation included with the software for your rights and obligations with respect to the software; (2) any consumables (such as batteries) supplied with this product; (3) cosmetic damages; (4) damage to or loss of any software programs, data or removable storage media; (5) damage due to the Product such as, but not limited to, excessive heat or humidity, or modifications of this Product.

This Warranty does not apply if the malfunction results from: (1) the use of this Product in conjunction with accessories, products or ancillary or peripheral equipment, or where it is determined by AcomData that there is no fault with this Product itself; (2) improper installation, operation, testing or maintenance of this Product; (3) power failure or connection to improper voltage supply; or; (4) attempted repair by any party other than AcomData.

This Limited Warranty is invalid if the factory applied serial number has been altered or removed from the Product.

Repair or replacement, as provided under this warranty, is the exclusive remedy of the consumer. AcomData shall not be liable for any incidental or consequential damages for breach of any expressed or implied warranty, breach of contract, negligence, strict liability, or any other legal theory related to this product. Such damages include, but are not limited to: loss of profits; loss of data; loss of use of the product or any associated equipment;

down time and purchaser's time.

This warranty extends only to you, the original purchaser. It is not transferable to any one who subsequently purchases the Product from you. Proof of purchase in the form of a bill of sale (which is evidence that the Product is within the warranty period) must be presented to obtain warranty service.

When sending an AcomData Product in for service you must take the Product, or deliver the Product (freight prepaid) to AcomData, in either its original packaging or in a package that provides the Product with a degree of protection equivalent to that of the original packaging. AcomData is not responsible for any damage to, or loss of, any programs, data, or other information stored on any media or any part of any product serviced hereunder. Be sure to remove all features, parts, options, alterations, and attachments not under warranty prior to returning the Product to AcomData. AcomData is not liable for any loss or damage to these items.

Except to the extend prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose on this product is limited in duration of this warranty.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long on implied warranty lasts, so the above limitation or exclusions may not apply to you. This warranty gives you specific rights; you may have other rights which vary from state to state.

Obtaining Service for Your AcomData Product

If you experience a problem with your Acomdata product, please contact Technical Support at techsupport@acomdata.com, or call (909) 348-0680.

A knowledgeable AcomData Technical Support Specialist (TSS) will be able to help you solve most problems. If the problem cannot be resolved by Tech Support, your TSS will assist you in arranging for service. Please read the One Year Limited Warranty for terms and conditions.

What you need to obtain warranty service:

1) A copy of the bill of sale for your AcomData product;
2) A **Returned Merchandise Authorization** (RMA) number that is assigned to your product by your TSS. An RMA can only be generated if the product has been registered online at www.acomdata.com. If your AcomData product is not registered at the time you need service, you must register the product online or your TSS can register it for you. Your TSS will then walk you through the process to ensure you receive prompt service.

DO NOT SEND A PRODUCT IN FOR SERVICE WITHOUT FIRST CONTACTING ACOMDATA TECHNICAL SUPPORT AND FOLLOWING THE INSTRUCTIONS FROM YOUR TSS. ACOMDATA WILL NOT ACCEPT RETURNED PRODUCTS THAT HAVE NOT BEEN ASSIGNED AN RMA NUMBER.

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Federal Communications Commission (FCC)

Radio Frequency Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

Canada Compliance Statement

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

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